

Public Works

City of Newton Performance Management Scorecard

November 2012

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.								
% of projects under budget	Keep 100% of project under budget	100	100	94		100	99	
% of projects on schedule	Keep a mininum of 90% of projects on schedule	89	90	82		80	83	
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.								
% of water/sewer requests resolved within SLA	Keep % at or above the monthly average	71	71	93		69	79	
Total water meter transmitters replaced	Monthly progress targets	N/A	17000	19685		N/A	N/A	N/A
Water meters/City-managed exceptions yet to be installed	Monthly progress targets	N/A	0	205		N/A	N/A	N/A
3. Maintain public streets and sidewalks in a safe and passable condition.								
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	204	100	195		151	195	
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	86	90	86		94	93	
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	501	501	81		504	81	
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	90	95	76		81	94	
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	90	95	62		65	85	
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.								
Trash tonnage (total)	Monthly progress targets	N/A	1692	1846	1846	9047	8770	
Recycling tonnage (curbside only)	Monthly progress targets	N/A	911	1059	1059	4657	4676	
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	36%	35%	36%		35%	35%	
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collector	99.89	99.50	99.80		99.87	99.89	
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.89	99.50	99.93		99.91	99.95	

Notes